

**State of Delaware
Fleet Services**

OPERATING POLICIES AND PROCEDURES

| | | | |
|-----------------------------------|---|---------------------------|--------------------|
| CATEGORY: VEHICLE RESERVATIONS | DATE ISSUED: 1-01-94 REVISED: 2-01-03 | EFFECTIVE DATE 2-01-03 | POLICY NO: VR-5 |
| TITLE: CALL BACK FEES | | | PAGE 1 OF 1 |

Fleet Services provides 24-hour roadside assistance. Before and after normal work hours this service is provided through a Field Supervisor call back service. This service is provided to assist drivers that may experience vehicle problems after normal business hours.

Any call back that is received after normal work hours, which is not a result of permitted State business or is the result of driver negligence, may be charged a \$125.00 call back fee. This is in addition to any rental fees incurred for the vehicle.